

Team Depot Learning Call: Best Practices

Friday, August 27, 2021



Agenda



Product Donation



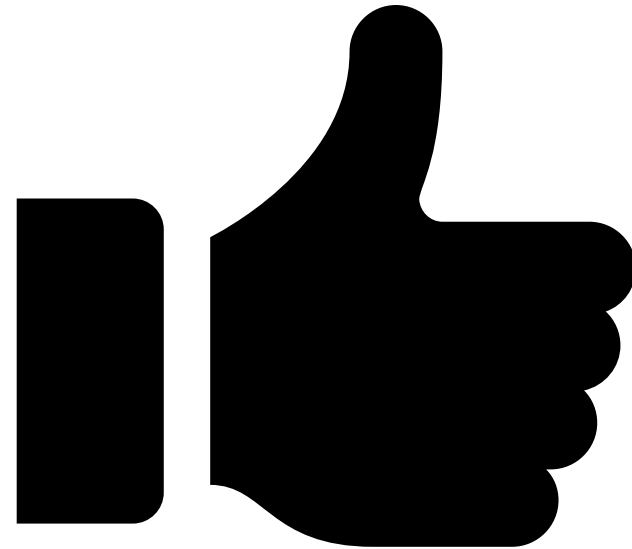
Projects



Volunteer
Recruitment



Q & A



Product Donations



Review your District Budgets

Program will close at end of 3rd
Quarter (Oct. 30th)

Program Beneficiaries



Veterans



Housing



Schools and Youth



Food Insecurity

For more information, check out the Team Depot Toolbox: [Thd.Co/TeamDepot](https://thd.co/teamdepot)

Project Types



Parking Lot/ Kitting



Team Depot



Product Donation



Disaster

For more information, check out the Team Depot Toolbox: [Thd.Co/TeamDepot](https://thd.co/teamdepot)

Project Resources

- Team Depot Toolbox:
Thd.Co/TeamDepot
 - *Team Depot [Operating Guidelines](#) (bookmark for latest info)
 - [Volunteer Waiver](#)
- [Project Playbook](#) (excel doc)
- [Project Planning](#) Resources
- [Apply for Team Depot Grant](#)

The screenshot shows the Team Depot website. At the top, there are logos for 'THE HOME DEPOT' and 'TEAM DEPOT'. To the right are buttons for 'CAPTAIN DIRECTORY' and 'ADD NEW CAPTAIN / UPDATE CAPTAIN INFO', along with a hamburger menu icon. Below the header is a grey bar with the text 'TEAM DEPOT'. The main content area is divided into three columns. The left column contains a list of links: Team Depot Programs, Team Depot Grant Process, Team Depot Training, Team Depot Learning Calls, Disaster, Team Depot Huddle, Public Relations & Media, Community Partners, Plan a Project, and Foundation Partners. Below this is a section titled 'TEAM DEPOT PROGRAM CONTACTS' with names and titles: Courtney Smith (Northern Division, Manager), Sean Vissar (Southern Division, Manager), and Ryan Braddy (Western Division, Manager). The middle column features two main sections: 'TEAM DEPOT GRANT PLATFORM' and 'TEAM DEPOT GUIDANCE'. The grant platform section states that the platform is now open and accepting applications, with a link for step-by-step information. The guidance section mentions that Phase 3 of the program is available and provides a menu of options for Community Captains. The right column contains three images: 'Giving Back' showing volunteers, 'Partnering Together' showing a forklift loading a truck, and a circular image of a person wearing a mask.

THE HOME DEPOT TEAM DEPOT

CAPTAIN DIRECTORY **ADD NEW CAPTAIN / UPDATE CAPTAIN INFO**

TEAM DEPOT

TEAM DEPOT GRANT PLATFORM

The Team Depot grant platform, Smart Simple, is now open and accepting grant applications. For step-by-step information on the new grant submission process, click [here](#).

For more on the 2H Team Depot programs and beneficiaries, click [here](#).

TEAM DEPOT GUIDANCE

With the safety of our associates and community members as our guiding principle, **Phase 3** of the Team Depot program is now available. The new Program Resource Guideline, provides a menu of options for Community Captains to consider that meets their store's operating environment while adhering to CDC and government guidelines. To choose from a variety of program options, [click here for the Team Depot programs](#).

Additionally, we have updated our **Team Depot COVID Operating Guidelines** and **waiver** to include COVID-specific guidance for Team Depot projects. Any Community Captain that is doing a project must follow these guidelines until further notice.

TEAM DEPOT PROGRAM CONTACTS

Courtney Smith
Northern Division, Manager

Sean Vissar
Southern Division, Manager

Ryan Braddy
Western Division, Manager

Giving Back

Partnering Together

@homedepotfound

Project Safety Practices



Clearly identify to associates, nonprofit/homeowner all aspects of the project and what you will/won't work on



Add safety to your store quote – eyes, ears, hands, etc.



Assign a safety captain for the project who is familiar with all aspects of the scope of work



Conduct a safety orientation with team

Team Depot: Standard Operating Guidelines (SOP)

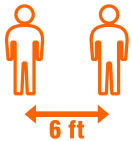


It is mandatory that the Team Depot Operating Guidelines are reviewed by each Captain and followed on all Team Depot projects

- Found on THD.co/TeamDepot



Up to 25 volunteer or less are permitted in a single location (*shifts allowed*)



Volunteers must adhere to current local Government Agencies' policies for social gatherings (*number of volunteers, social distancing, etc.*)



Only pre-registered THD associates may participate; no walk-ups or family members/friends



Prior to the start of the project, all participants must attend a safety and process briefing to review:

- Social distancing guidelines
- Cleaning and sanitation guidelines
- PPE guidance



At a minimum, associates must be provided gloves, face protection, hand sanitization supplies or a hand washing station

Project Planning Tips

PLANNING	SITE VISIT
<ul style="list-style-type: none">✓ Leverage your nonprofit partner to help you address safety needs.✓ Identify potential work scope based on needs vs. wants of recipient✓ Gauge the realistic scope of work of each task and your associate's abilities	<ul style="list-style-type: none">✓ Site visits by your Team Depot Captain and WITH your Nonprofit partner are critical to a good and safe project✓ Ensure that you stick to the agreed upon work scope in the grant agreement-no drastic last-minute changes on project day

UNDER PROMISE AND OVER DELIVER



Volunteer Recruitment: Why it Matters

On average, associates who participate in at least one Team Depot project score higher on ACI and customer service

More than two-thirds of associates say Team Depot enhances their commitment to The Home Depot

72% of associates say they are interested in giving back to their community through The Home Depot

60% of associates report they have NOT participated in a Team Depot project in the last three years

87% of associates say our commitment to giving back to veterans and their families through Team Depot is important to them



Recruitment Key Components

- Communication
 - How can you market Team Depot within your store to first-time volunteers and new hires?
- Excitement
 - How can you captivate them with your message and build even more excitement into the project?
- Experience
 - How well was the project planned, and was the volunteer experience catalyzing for future participation?

Communication

- Get you leaders involved!
 - Living Our Values – Giving Back
 - What is the project? Why are we helping this nonprofit/individual?
 - Where to sign up, when do signups close, and **WE NEED YOU!**
- Breakroom Poster/Captain Calendar
- Leverage DSs
- Inspire your teams and show how everyone can participate in Team Depot



Excitement

- Make sign up sheet/poster appealing
- Showcase some of your store's/district/region's former projects with amazing outcomes
- Keep it short and sweet with great pictures & quotes from your store's associates



Experience

- Hospitality goes a long way!
 - Associates volunteer on their days off, so make it worth their while!
 - Be sure to have water, snacks or food available when possible
 - Easy accessibility to restrooms
- Designate a Social Media Ambassador!
 - Assign a Team Depot rep to take pictures and share on Social Media
 - Take before and after pics
 - Chat! TeamDepotPR@homedepot.com



Best Practice Hot Topics

Budgets

Smart Simple



Volunteer Recruitment



New Captains

Team Depot Restrictions



Field Team

- Courtney Smith – Northern
- Sean Vissar – Southern
- Ryan Braddy – Western
- Joe Wimberley – National
- Kristine Cohn – Training
- Team_depot@homedepot.com

